

WELLNESS INSTITUTE - FIRE PLAN- 2006 (Code Red)

1. **DO NOT USE ELEVATORS**
2. **FIRE MARSHAL (director of operations or designate).**

The fire marshal (director of operations) will direct all aspects of fire safety including the emergency evacuation program. If the director is out of the building any other manager/supervisor/coordinator becomes the fire marshal.

Fire wardens are designated staff on a shift responsible for their area in the event a fire alarm rings. Department managers are fire wardens while they are in the building and must designate staff to be the fire wardens when managers are not in the building. Additional deputy fire wardens are assigned by the fire warden as needed.

1. ON FIRE ALARM ACTIVATION

The fire marshal ensures the front desk makes a back up call to the fire department (9-911) and to SOGH (55). **DO NOT CALL SECURITY!!**

The fire marshal takes paper and pen and bull horn and responds to the fire alarm panel (annunciator panel in the front door foyer). Write out the fire location.

Using the bullhorn, and depending on the situation, outside temperature and time of year, transmit a message 3x to evacuate immediately or standby the nearest safest exit and await further instructions.

If there is any indication of smoke or fire- the message must be to evacuate and proceed to the evacuation site. (front parking lot - summer, Sogh main floor lounge area- winter).

2. FIRE WARDENS

5 fire wardens upon hearing an alarm will put on a designated fire warden vest from the fire plan equipment box. (back office area table).

1 fire warden stays at the front entrance of the building, with a 2 way radio and waits for the fire department to arrive. Once the fire department arrives give them the 2 way radio and keep the entrance to the building clear.

1 fire warden takes a flashlight, the paper with the location of the fire alarm and a 2 way radio to the link and waits for the fire brigade. Once the fire brigade arrives- hand over the radio and tell them of fire alarm location. This warden then assists in removing people (only wet pool or shower people) through the link to the SOGH tree/lounge area.

3 remaining fire wardens – grab vests, from the designated fire plan equipment box (table in the back office area) and find out alarm location.

The 3 remaining fire wardens:

- A) designate 5-9 deputy fire wardens (any staff designated by a fire warden) to specific duties.
- B) Announce location of fire alarm to staff
- C) Designate deputy fire wardens to keep traffic flow to the right side of the link and keep traffic flow **completely through** the link into SOGH tree/lounge area. (**only wet pool or shower people evacuate through the link**) (assuming the link is a safe exit)
- D) Designate deputy fire wardens to help with evacuation of children in kids corner
- E) Designate deputy fire wardens to assist with mobility impaired members to the nearest safest exit to standby or evacuate.
- F) Each fire warden must make sure sweeps of their area have been completed in offices, washrooms, change rooms, etc. and report status back to the fire marshal.

3. Staff in each area should **evacuate all clients** to the **nearest/safest exit away from the location of the fire.**

- if evacuating through the link into the Seven Oaks Hospital, fire wardens or deputy fire wardens (any staff designated by a fire warden), **must accompany** members **through the link**, keeping them to the right side of the link and taking them **directly through** to the Seven Oaks Hospital main entrance lounge/treed area.
- Staff near the locker desk, should grab blankets and towels to help pool participants stay warm during an evacuation.
- if inclement weather – lower level evacuees could make their way through the back staff parking lot into the lower level of SOGH to the cafeteria.
 - upper level evacuees could make their way along the main front sidewalk, then proceed to front entrance of SOGH tree/lounge area.

- **Turn off** all electric machines if possible
- **Turn ON** all lights
- **Complete** a sweep of each room and area then
- **Close** all doors in that area.
- All staff not designated as a fire warden or deputy fire warden, must assist in removing clients, children, and any non staff personnel from the building **through the nearest/safest** exit.
- Rehab Staff - not designated for other duties or not assisting clients out back meditation courtyard exit- help with kids corner.

Administrative Staff (finance, operations assistant)- not designated for other duties or not assisting clients – help with kids corner evacuation.
Front Desk Staff- assist with upper level out track exit
Consultants- assist with locker room evacuation
Cardiac staff- assist with locker room evacuation
All other staff assist with clients where needed.

Fitness Studio- use fitness studio exit

Upper level track area - use track exit

Assessment area- use upper level back door exit (past assessment desk)

Health Education rooms- use Meditation Courtyard

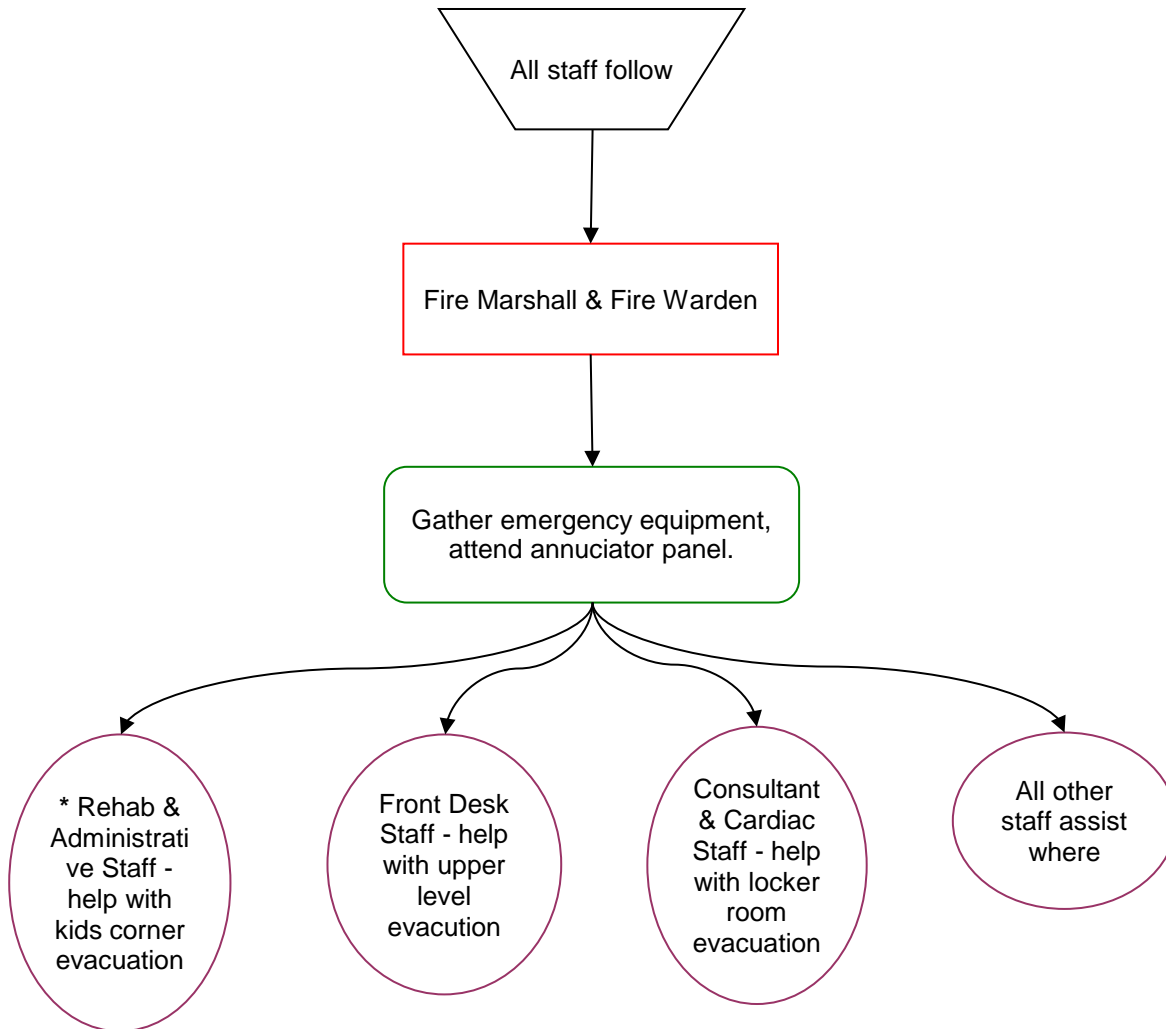
Rehab- use Meditation Courtyard (through health ed room 4)

Kids Corner – use back kids corner exit (summer) and front entrance (winter)

Locker Rooms- POOL EXIT or LOWER LEVEL back door exit (through yoga studio).

CODE RED (Fire Plan)

A "CODE RED" is a fire alarm activation.



*** If not designated for other duties or assisting clients**

CODE BLACK

Bomb Threat Plan

PURPOSE

To provide guidelines for the search and location of a potentially explosive device.

PROCEDURE

When there is a threat or a suspected threat of a bomb on Hospital property, the following procedures will apply:

1. Receipt of Threat

- 1.1 Record all pertinent information using the Bomb Threat Checklist as a guide - Attempt to keep the callers talking as long as possible
- 1.2 Page Security Services "stat" and relay all significant information
- 1.3 Forward the completed Bomb Threat Checklist to Protective Services

2. Notifications

- 2.1 **Security Services** will take the lead and keep WI informed
- 2.2 **All Staff** upon hearing the Code Black page, will return to their assigned work area and begin an orderly search
- 2.3 **The Incident Commander** responding to the code will Contact the Security Services Officer, at 3365, to be briefed on the incident

3. Search Guidelines

All Wellness Institute staffs are responsible for checking their immediate work area for any suspicious device. Once the area has been searched, a designated staff member will forward the search information to Security Services at 3365. Once the search is complete and the area has been found to be clear, return to duties unless instructed otherwise.

Should any suspicious item be located:

DO NOT TOUCH IT

Suspicious Packages may be:

- Any object that is inconsistent with its surroundings
- Any object wired or attached by other means to a timer
- Any leaking package or package emitting an unusual noise or odour
- Any object decorated or marked in such a fashion as to entice one to pick it up

Notify the Incident Commander of the whereabouts of the suspicious item.

Move everyone away from the immediate area until the device can be inspected.

4. Action After Debriefing**4.1 Response documentation**

All responses received will be recorded by the Security Services Officer, or designate, on a Code Black Search Checklist.

4.2 Debriefing

- An Occurrence Report will be filled out by the recipient of the threat and forwarded to their manager
- The Incident Commander will arrange a debriefing, within 72 hours of the incident, to evaluate the plan
- Upon receiving the All Clear notification, staff will report any concerns to their Immediate Supervisor
- Any Management having concerns, are requested to contact the Corporate Office and request to be included in the debriefing

BOMB THREAT CHECKLIST

BE ALERT

GET SPECIFICS – VOICE, TONE, BACKGROUND

BE RESPONSIVE

Name of Staff Receiving Call:		Location:	Your Local Phone #:
Time: AM/PM	Date:	Name of Person the Caller Requested:	
Exact Words of Caller:			

Questions to Ask: (Record exact words)

WHEN will it explode?
WHERE is it?
WHY did you put it there?
WHAT does it look like?
WHO is the caller? (Provide information from Call Display if available – e.g. Name/Phone/Organization)

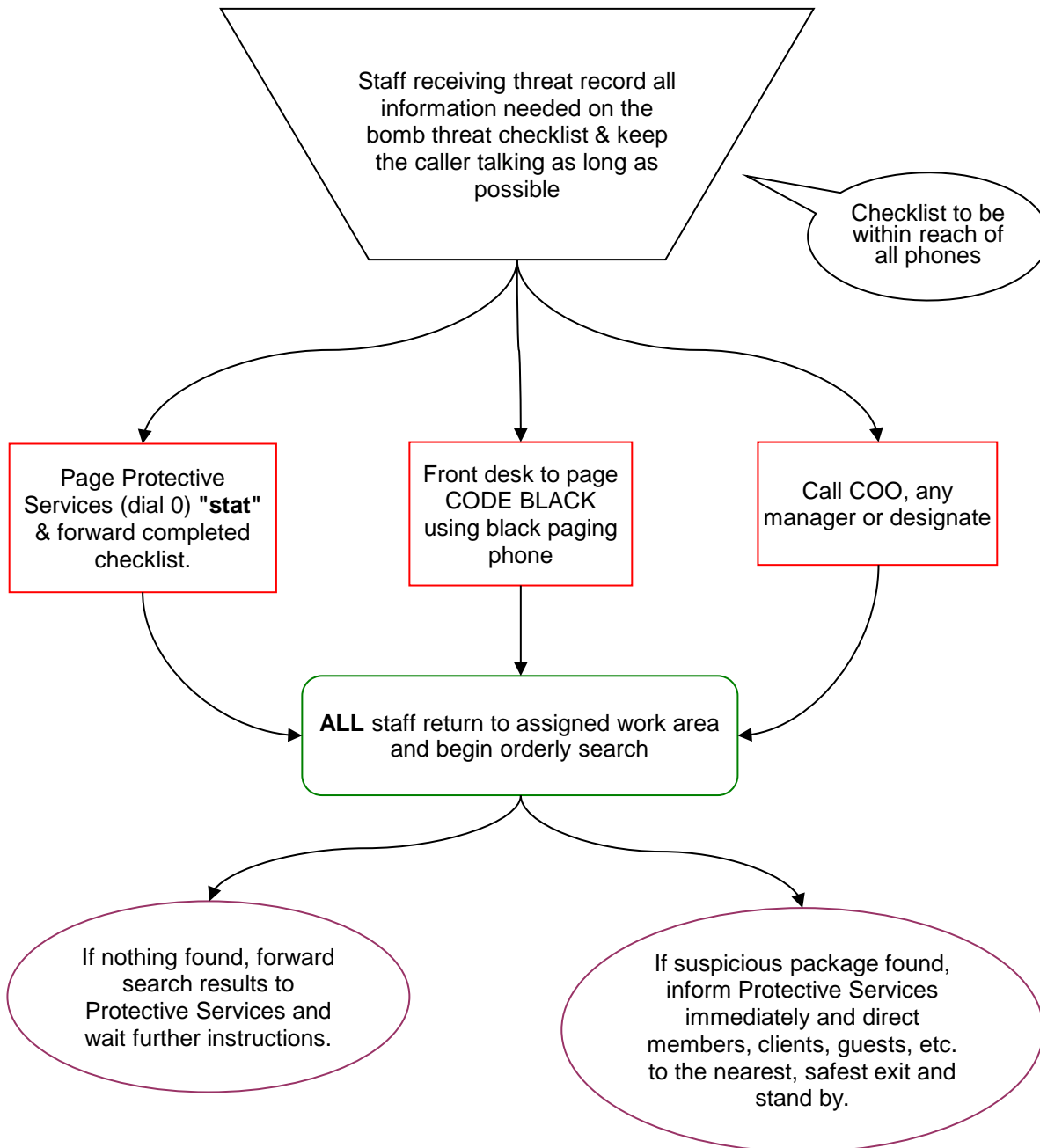
Please Check the Following:

GENDER <input type="checkbox"/> Male <input type="checkbox"/> Female Approximate Age:	Background Sounds:
SPEECH <input type="checkbox"/> Rapid <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Accented <input type="checkbox"/> Impediment	
USE OF LANGUAGE <input type="checkbox"/> Educated <input type="checkbox"/> Basic <input type="checkbox"/> Cursing <input type="checkbox"/> Repetitive Patterns	
VOICE TONE <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Harsh <input type="checkbox"/> Whisper	
ACCENT <input type="checkbox"/> Local <input type="checkbox"/> Foreign Can you identify accent?	
MANNER <input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Crying <input type="checkbox"/> Laughing <input type="checkbox"/> Deliberate	Time PSO Notified:
I can imitate unusual characteristics of the caller's voice <input type="checkbox"/> Yes <input type="checkbox"/> No	
THE VOICE <input type="checkbox"/> Was not familiar to me <input type="checkbox"/> Was familiar to me <p style="text-align: center;">In what way was it familiar?</p>	

Other Statements:	Time Call Terminated: AM/PM
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CODE BLACK (Bomb Threat Plan)

A "CODE BLACK" is a threat or suspected threat of a bomb on Wellness Institute or SOGH property.



CODE GREEN

Evacuation of Building

PURPOSE

To safely remove all patients/visitors/staff from area of risk.

PROCEDURE

When the Wellness Institute must be evacuated for purposes other than fire, such as: gas leaks, toxic spill, explosions etc... the following procedure will apply:

1. **Wellness Institute Evacuation** occurs upon direction from the COO, Director of Operations, Manager in Charge or designate.
 - 1.1 The front desk is informed and pages internally using the black paging system and also calls the SOGH operator (dial "55" or "56") notifying them of the situation.
 - 1.2 WI staff evacuates members, clients, guests etc... out of the nearest safest exit and instructs them to **go home**.

Rehab and Administrative Staff:

- helps with kids corner evacuation
- call staff scheduled to work to notify of building closure
- call appointments to notify of building closure

Front Desk Staff:

- call SOGH operator ("55" or "56") and inform them of situation
- help with upper level evacuation
- call staff scheduled to work to notify of building closure
- post signs on front and link doors to notify of building closure

Consultants and Cardiac Staff:

- help with locker room evacuation
- call staff scheduled to work to notify of building closure
- call appointments to notify of building closure

All other staff assists where needed

- 1.3 WI staff is to remain on site until the COO, Director of Operations, Manager in Charge or designate informs otherwise.

2. **Seven Oaks General Hospital (SOGH) Evacuation.**

2.1 A "CODE GREEN" initiated at SOGH when the Wellness Institute is **open**, hospital patients may be evacuated to the Wellness Institute.

2.1.1 The Incident Commander in the Hospital will give orders to evacuate the Hospital to the Wellness Institute.

2.1.2 Upon receiving notice from the Command Centre, Wellness Institute staff will:

- a. Cease all normal activity
- b. Evacuate the Wellness Institute as per Fire Plan instructions.
- c. Lock front doors to prevent people from entering
- d. Clear gym floor of all obstacles.
- e. Bring crash cart, defibrillator, oxygen tank, wheelchairs, and stretchers in front of Assessment desk.
- f. Contact CJOB radio station if appropriate, to inform members that the Wellness Institute is closed.
- g. Post one staff member at link doors to ensure the link is clear and that no members/media enter.
- h. Unlock COO's office if necessary.
- i. Help direct patients to the gym floor.

Rehab and Administrative Staff:

- helps with kids corner evacuation

Front Desk Staff:

- help with upper level evacuation
- lock front doors
- call Wellness Institute managers if they are not present

Consultants and Cardiac Staff:

- help with locker room evacuation
- bring A.E.D., crash cart, oxygen tank, wheelchairs and stretchers into main hall

All other staff assists where needed

- clear gym floor of obstacles

2.1.3 The FDOC (Facility Disaster Operation Center) will assign a Hospital staff member to be in charge of patients and coordinate activities at the Wellness Institute as they relate to patient care.

- a. Groups of patients will be evacuated to the Wellness Institute as per orders from the FDOC.
- b. Red stretcher bound patients will stay on the Wellness Institute upper level per directions. Wheelchair and ambulatory patients will go to the Wellness Institute lower level.

- c. Codes at the Wellness Institute – SOGH staff will dial 55.
STAFF WILL NOT USE RED WELLNESS INSTITUTE PHONES.
- d. Hospital staff will be expected to provide essential care for their patients.

2.1.4 Once the Hospital is evacuated, the Command Centre will relocate to the COO's office at the Wellness Institute.

- a. **External calls** – Use any phone – Dial 9 for an outside line.
- b. **Incoming calls** – Use phone in the COO's office.
- c. The Command Centre will direct ambulances to come to the Wellness Institute front Doors.

2.2 A "CODE GREEN" initiated at SOGH when the Wellness Institute is **not open**.

2.2.1 Protective services will:

- a. Disarm alarm
- b. Assign a key for the Wellness Institute to the staff member designated by the FDOC.

2.2.2 Duty Engineer will:

- a. Turn ventilation on

2.2.3 Telephone Operator will:

- a. Upon instructions from the FDOC, recall Wellness Institute Managers

2.2.4 Individuals will be designated by the FDOC to be in charge at the Wellness Institute.

- a. Groups of patients will be evacuated as per orders from the FDOC.
- b. Red stretcher bound patients will stay on the Wellness Institute upper level per directions. Wheelchair and ambulatory patients will go to the Wellness Institute lower level.
- c. Codes at the Wellness Institute – SOGH staff will dial 55.

DO NOT USE WELLNESS INSTITUTE RED PHONES

- d. Hospital staff will be expected to provide essential care for their patients.
- e. A staff member will watch for ambulances arriving at the Wellness Institute, to open doors that have been locked.

2.2.5 Upon return, Wellness Institute Manager(s) or other appropriate staff will bring Code Blue cart, defibrillator, oxygen tank,

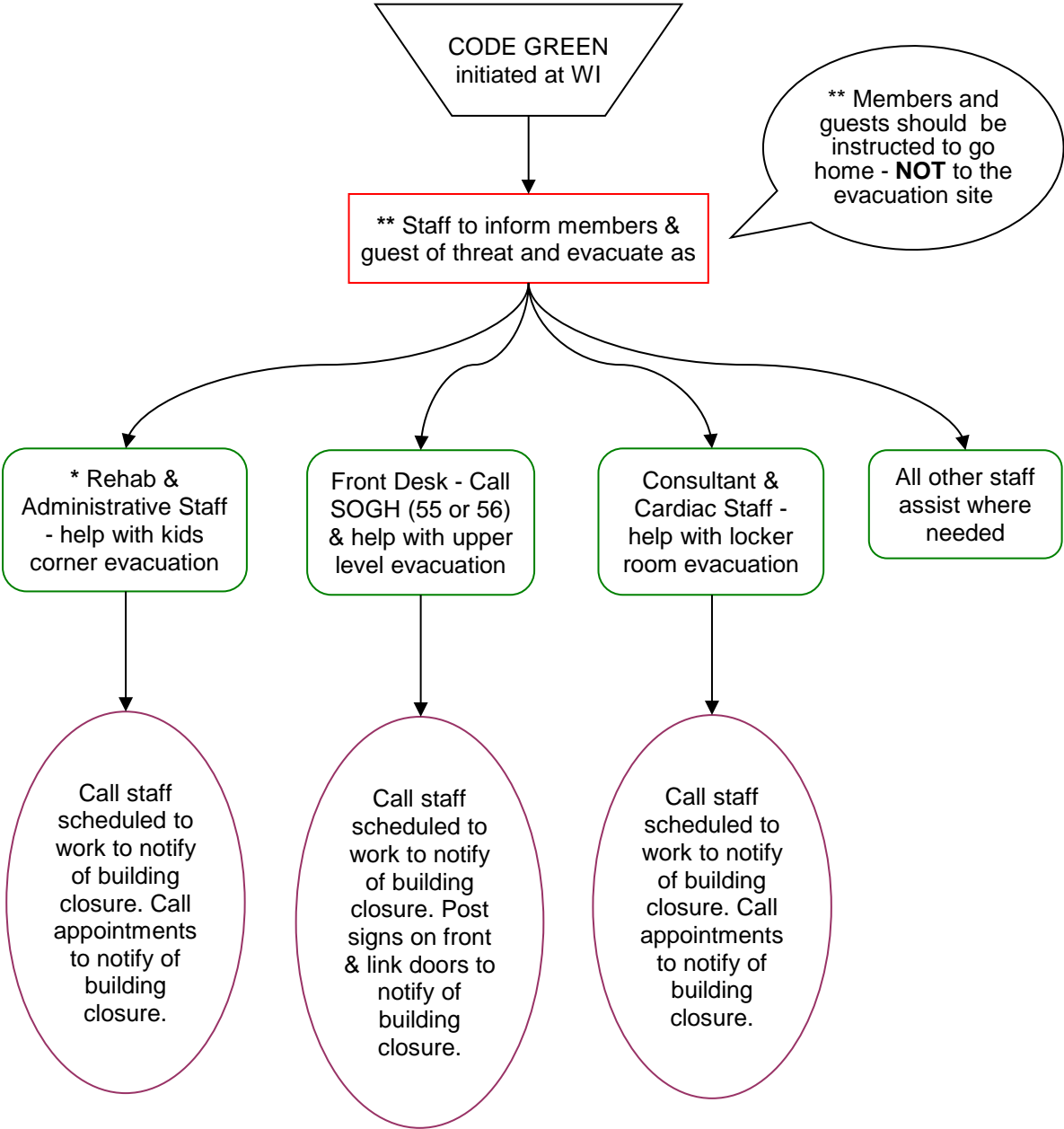
wheelchairs, and stretchers in front of the Assessment Desk and unlock the COO's office.

2.2.6 Once the hospital is evacuated, the FDOC will relocate to the COO's office.

- a. External calls – Use any phone – Dial 9 for an outside line
- b. Incoming calls – Use phone in the COO's office.
 - FDOC will direct ambulances to come to the Wellness Institute front doors

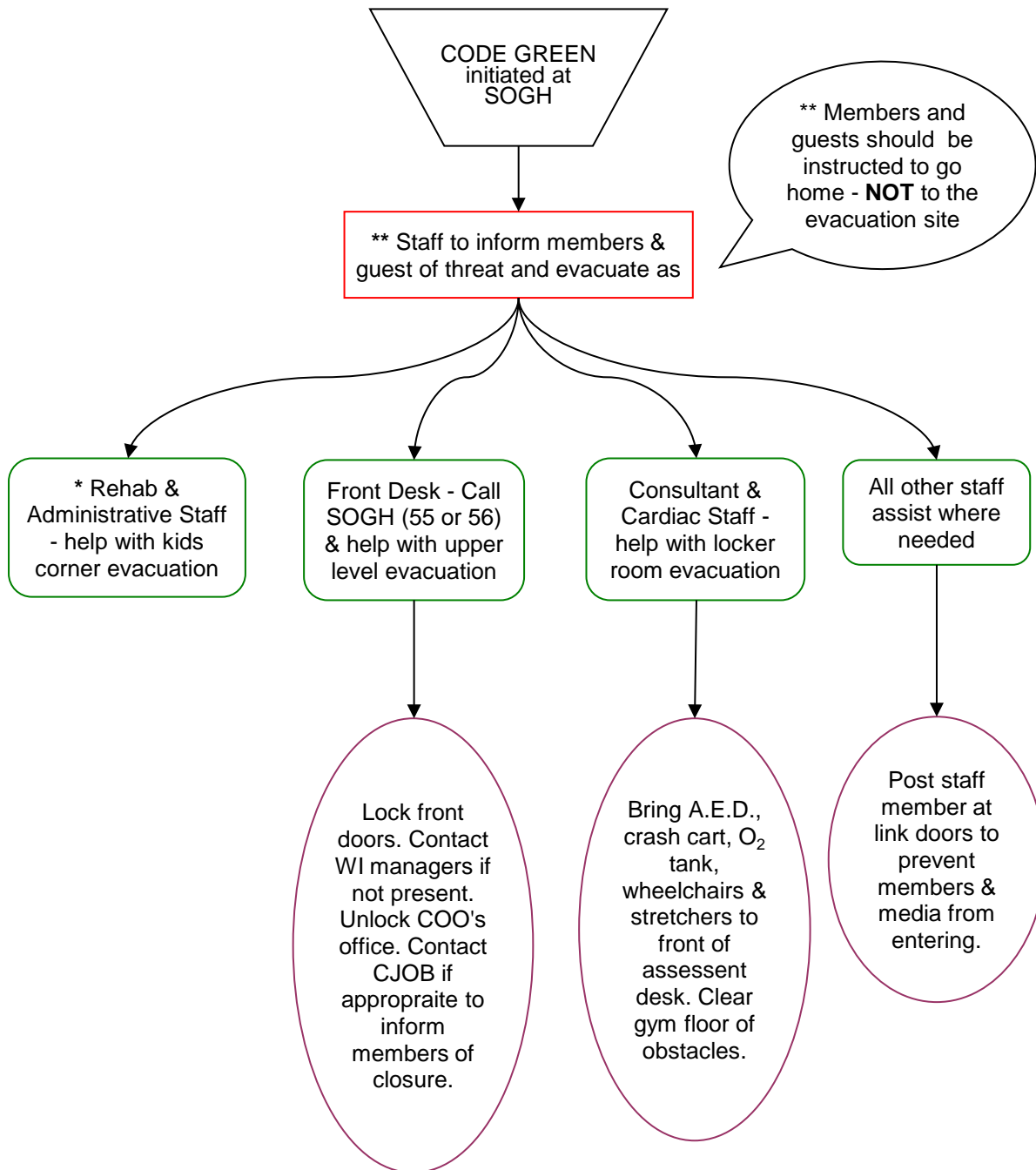
CODE GREEN (Evacuation orders at WI or SOGH)

A "CODE GREEN" is an evacuation of the building, for purposes other than fire, such as gas leak, toxic spill, explosion, etc. Wellness Institute evacuation occurs upon direction of the COO, Director of Operations, Manager in charge or designate.



* If not designated for other duties or assisting clients

A "CODE GREEN" initiated at SOGH may mean the Wellness Institute becomes the primary evacuation location of patients. The WI would cease all normal activity, clear the gym floor immediately, send members, clients and guests home. Keep the link clear; help direct patients to the gym floor.



* If not designated for other duties or assisting clients

CODE ORANGE

External Disaster Plan

PURPOSE

This External Disaster Plan is a comprehensive plan for a major disaster resulting in a requirement for SOGH to treat a number of patients in a time period that is well beyond the normal capability of the Hospital's services and facilities. SOGH will be notified of the expected number and type of disaster patients it will receive by the WRHA Director of Disaster Management.

Depending on circumstances only part of the plan may be implemented. The External Disaster Plan calls for most programs and services to respond by providing additional services or supports such as reassignment of staff.

Definitions

A **Code Orange Alert** is the announcement of a possible event with mass casualties and the External Disaster Plan **may** be implemented.

A **Code Orange** is announced to indicate implementation of the Disaster Plan.

PROCEDURE

1. Code Orange Alert

Staff Actions:

- Staff not located in their area shall return immediately
- Staff to prevent members and guest from using link to SOGH
- Review the Code Orange plan, action cards etc.
- The use of telephones shall be limited to urgent or essential calls only

2. Code Orange

The External Disaster Plan will be initiated when SOGH has received notification a disaster has occurred and the number of patients being transported to SOGH will exceed the normal capability of the Emergency Department.

The telephone operator will alert all areas of SOGH to implement the External Disaster Plan by announcing the appropriate code over the Public Address System as directed by the Incident Commander.

Fan-out System - automated system using Meridian Mail System and is initiated by the SOGH Telephone Operator upon direction from the Executive (on-call). WI staff in the fan-out system, who receive a message, are to report to the hospital, park in the staff parking lot, sign the logbook at the staff entrance and report to the Staff and Volunteer Pool (Dining Room).

The Wellness Institute resumes normal activity and waits further instructions from the SOGH command center. WI staff may be used as a labour source, depending on the magnitude of the external disaster. All WI staff are to prevent members, clients, guests, etc. from using link to SOGH.

Depending on the number of casualties, SOGH may need to move some non-critical patients to the Wellness Institute. Upon receiving notice of this, Wellness Institute staff shall proceed with the steps outlined for SOGH evacuation to the Wellness Institute (Code Green).

General Information

Facility Disaster Operations Center (FDOC)

Location

Boardroom.....3317

Staff and Volunteer Pool

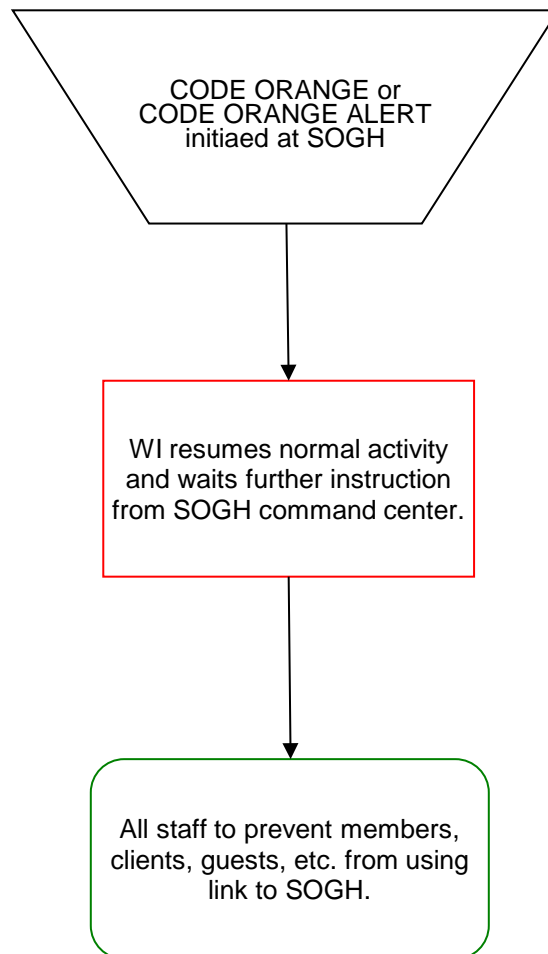
Location

Dining Room - Level I.....2210

CODE ORANGE (External Disaster Plan) CODE ORANGE ALERT (SOGH)

A "CODE ORANGE" is an external event with mass casualties being transported to SOGH.

A "CODE ORANGE ALERT" is a possible external event with mass casualties.



CODE GREY

External Air Exclusion Plan

PURPOSE

To minimize exposure of building occupants to possible hazardous contaminants which could be drawn into the building from the outdoor air in the event of an environmental mishap off our premises, e.g.

- Large spills of volatile or toxic materials in close proximity
- Severe smoke from a major fire nearby

PROCEDURES

1. Activation

The decision to initiate a “code grey” will be made by the Incident Commander in consultation with the Facility Services , Security Services and representatives from utilities or government agencies that may be involved with the situation, such as Winnipeg Fire & Paramedic Services, Manitoba Hydro, Manitoba Department of Conservation, Manitoba Workplace Safety & Health, and the Emergency Measures Organization.

2. Notifications

- 2.1 The WI Front Desk Staff will be notified by the SOGH switchboard operator that a Code Grey is in effect.
- 2.2 WI Front Desk will page “Code Grey” three times using the black emergency paging system and notify a Manager in Charge.

3. Actions

- 3.1 Manager in Charge shall assign staff to all entrances/exits leading outdoors ensuring that the doors are securely closed and that everyone remains inside the building (lock down). During the course of the code grey, material services shall initiate shut down procedures on all ventilation systems to prevent external air from entering the building.
- 3.2 The Manager in Charge shall review the fire protection system. If the atmospheric contamination could initiate a false fire alarm, the system must be shut down and “Manual Fire Orders “ will be put in place for the duration of the code (please refer to “Code Red”).
- 3.3 The facility will continue to be in lock down until the Incident Commander or other SOGH staff has given an “all clear”. In this case, WI Front Desk Staff shall announce “All Clear” 3 times on the black emergency paging system.

4. General Information and Precautions

Resources available include:

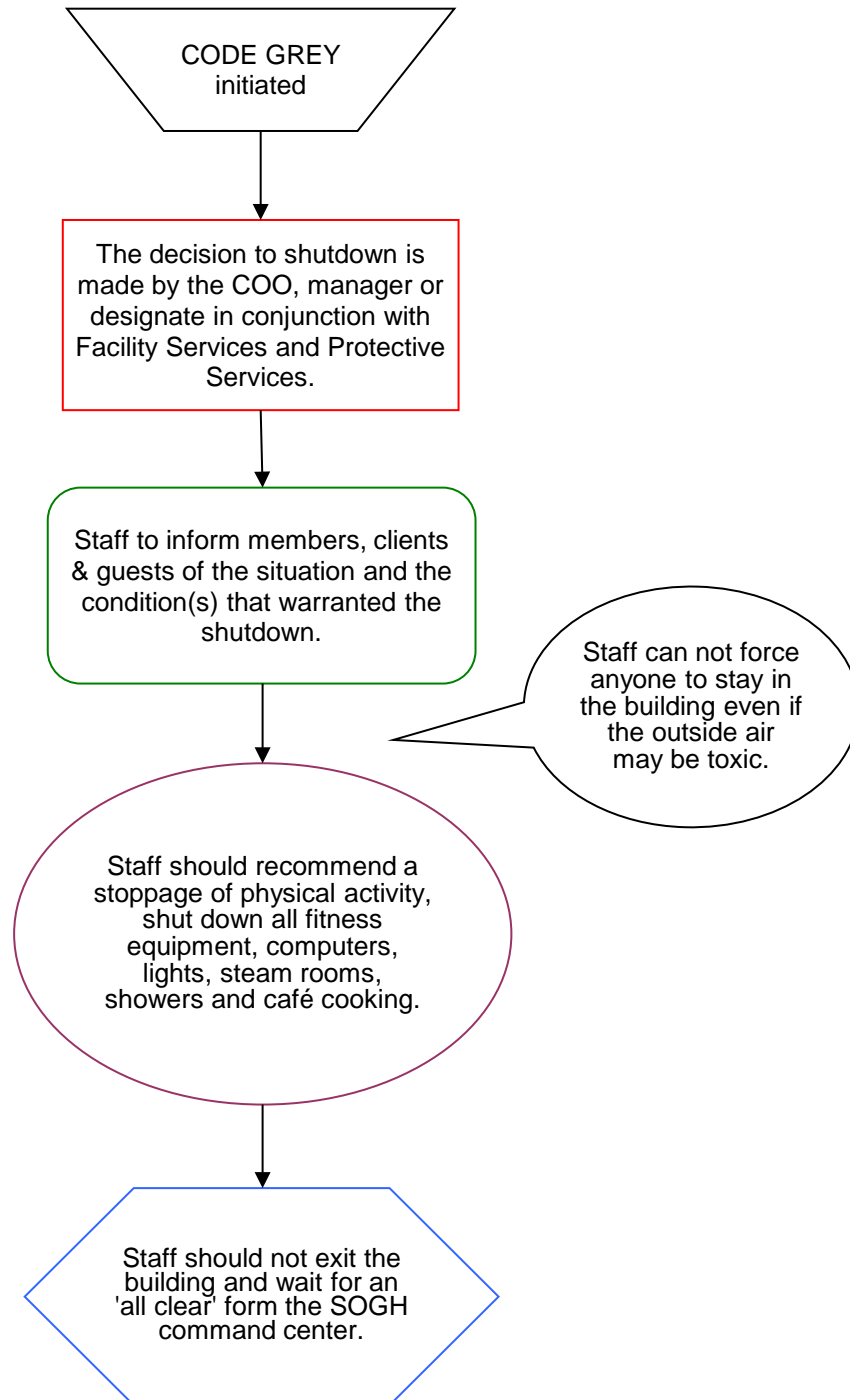
- Manitoba Hydro – 480-5900 (Natural Gas Leak Emergencies)
- Winnipeg Fire and Paramedic Services
- Radiation Safety Officer (RSO) or alternate:
Nuclear Medicine (ext. 3285) and/or Diagnostic Imaging (ext. 3238)
- Workplace Safety and Health Authorities – 945-0581
- Emergency Measures Organization – 945-5555
- Manitoba Conservation Emergency Response Program – 944-4888

5. Action After Debriefing

- Response documentation
- Debriefing – evaluations, lesson learned (e.g. Occurrence Report)
- Plan revisions

CODE GREY (External Air Exclusion Plan)

A "CODE GREY" is a large spill of volatile or toxic materials or severe smoke near the premises that atmosphere conditions should warrant a complete shutdown of the ventilation systems. If the WI ventilation system shuts down, there will be no fresh air coming into the building. It may become very stuffy and hot.



CODE WHITE

PURPOSE

Code White is the code designation to describe a violent incident which may include any verbal and/or physical altercation between two or more persons and which may result in some level of physical and/or psychological harm.

PROCEDURE

1. Discovery

On discovery of a violent incident, it is critical to the safety of yourself and others in the area to obtain assistance immediately. The following procedures shall be carried out:

- 1.1 Remain calm
- 1.2 Give the violent person(s) space
- 1.3 Speak in a calm, non-threatening manner.
- 1.4 Contact the front desk and indicate "Code White" with a specific location in the Wellness Institute.
- 1.5 Front Desk will use the black pager to announce "Code White" and the specific location. Front desk will then call the SOGH operator at "55" or "56" and advise them of the Code White with specific location.
- 1.6 Use the panic button if the incident occurs at the front desk.
- 1.7 The Rehab Quiet Room and FCE Room are equipped with panic buttons. When activated these will ring at the front desk. Front desk staff: do not answer the white paging phone - call "Code White" to the Wellness Institute, Rehab Department (immediately with the black pager), then call the SOGH Operator at "55" or "56" and advise them of the Code White and give a specific location in the Wellness Institute.
- 1.8 Remove members and visitors from the situation if possible.
- 1.9 Designate Code White Response Team is expected to respond within two minutes.
- 1.10 Other Wellness Institute staff are required to respond, but do not attempt to retain the violent person.

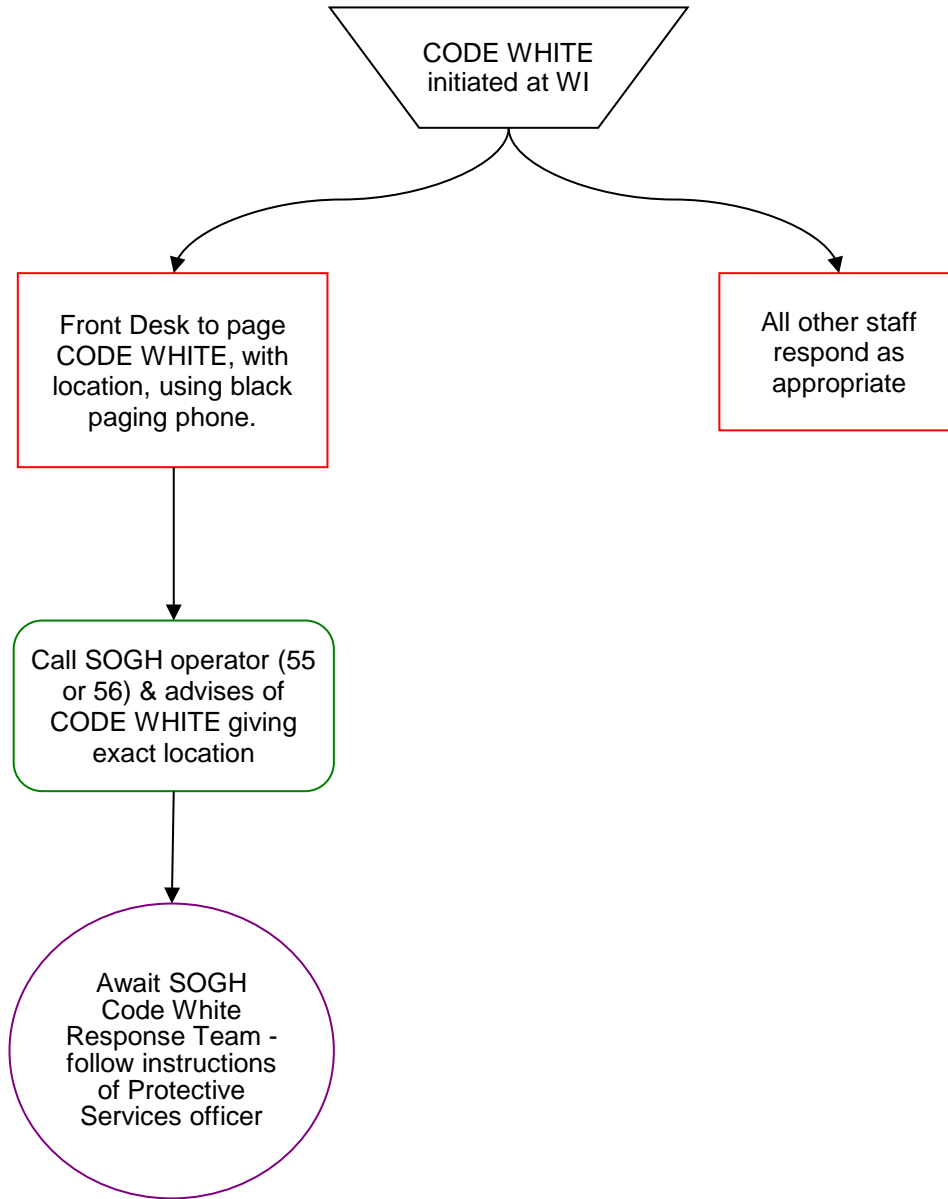
2. Action

The SOGH Security Services will:

- 2.1 Direct the physical intervention of the response team
 - 2.1.1 The Code White hospital response team includes:
 - The senior Security Services officer (Team Leader)
 - Duty engineer
 - Dispatch aides from material services
 - Environmental cleaning services aides
 - Designated health care aides from rehab/geriatrics
- 2.2 Determine whether or not to call for further assistance
- 2.3 Determine and tell team members when they can leave the scene
- 2.4 Contact police, if required.

CODE WHITE

A "CODE WHITE" is a person showing signs of aggressive or abusive behaviour.



CODE BROWN

Chemical Spills and Exposure to Hazardous Materials

PURPOSE

To respond to dangerous chemical spills, natural gas and other dangerous gas leaks, radioactive material spills and to minimize exposure to hazardous products when there is risk to health, safety or damage to property. Products at the WI are typically found in the laundry room and/or boiler room.

PROCEDURE

When there is a chemical spill or exposure to hazardous materials, the following procedures will apply:

1. Discovery

1.1 Staff Person discovering the event shall:

- 1.1.1 Evacuate everyone from the immediate area
- 1.1.2 Secure the area
- 1.1.3 Contact Security Services 'STAT'.
- 1.1.4 Obtain the appropriate Material Safety Data Sheet (MSDS) and provide first aid as necessary
- 1.1.5 Remain at the WI until the code is complete or you are relieved by your supervisor

2. Notifications

2.1 WI front desk staff shall:

- 2.1.1 Page "Code Brown" three times using black paging phone
- 2.1.2 Notify the SOGH operator to announce "Code Brown"

2.2 Protective Services shall:

- 2.2.1 Page the Duty Engineer 'STAT' three times using the Public Address System
- 2.2.2 Notify Incident Commander

3. Actions

Response team from SOGH will direct the clean up of CODE BROWN

4. General Information and Precautions

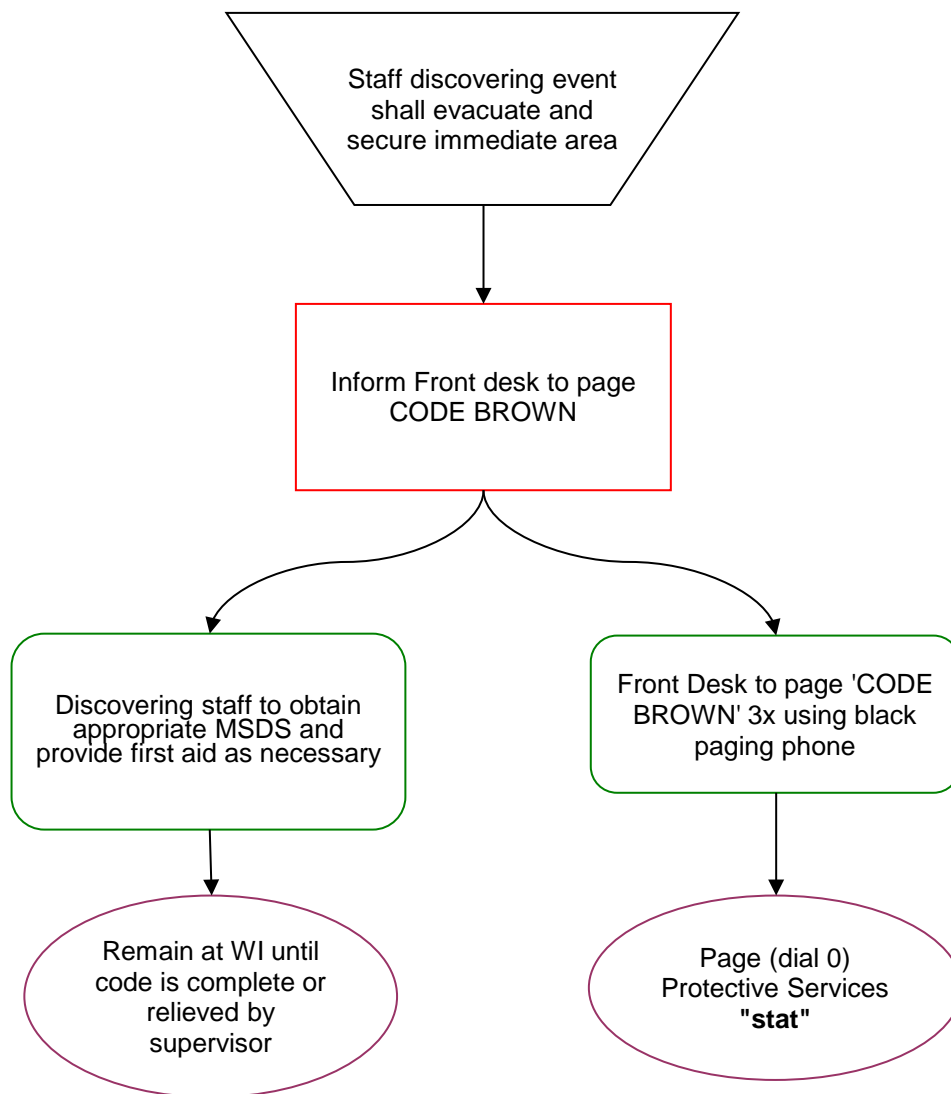
- General spill and leak procedures are outlined in Section VI of all *Material Safety Data Sheets* (filed in the WHMIS – MSDS Zone Binders), as well as in *Safe Work Procedures* provided by Workplace Safety & Health Committee
- Only trained personnel shall enter an identified spill or problem area
- At least one other person, carrying the two-way radio for communication purposes, must remain at the entrance
- Personal Protective Equipment (PPE) to be worn as required by MSDS
- Spill kits are available in designated areas

5. Action After Debriefing

- Response documentation
- Debriefing – evaluations, lesson learned (e.g. Occurrence Report)
- Plan revisions

CODE BROWN (Chemical Spills & Exposure to Hazardous Materials)

A "CODE BROWN" is a dangerous chemical spill (caustic, explosive, toxic or flammable), natural gas or other dangerous gas leak or radioactive material spill.



CODE PINK

Missing Child / Abduction

PURPOSE

To provide guidelines for the search and location of a missing child including abduction. The plan is designed to apply to the Hospital, the Wellness Institute, Kids' Corner and Seven Oaks Child Day Care.

PROCEDURE

When there is a report that a child is missing the Manager/ designate of the occurrence location shall:

1. Sequence of Search

- 1.1 Have the immediate area searched by staff.

2. Notifications

- 2.1 Failing to find the child in the area, call Security Services at 3365, or Dial 0 to have them paged stat.
- 2.2 **Protective Services** will:
 - Page Code Pink within the Hospital
 - Contact the Wellness Institute front desk to Page a Code Pink in the Wellness Institute
 - Assign staff to monitor main Hospital and Wellness Institute exit locations
 - View the camera monitors and videotapes
 - Notify the Administrator on Call

3. Search Guidelines

- 3.1 On hearing the Code, all staff must check their immediate work area and public areas, lounges, washrooms etc. Once completed, the search results should be communicated to Security Services by the department management.
- 3.2 All areas in the Wellness Institute will report back to the front desk, and the front desk will communicate the results to Protective Services.
- 3.3 If the child is not located within 15 minutes from initiating the Code, Protective Services will contact the Winnipeg Police Services as well as Security Services at local Shopping Centres.

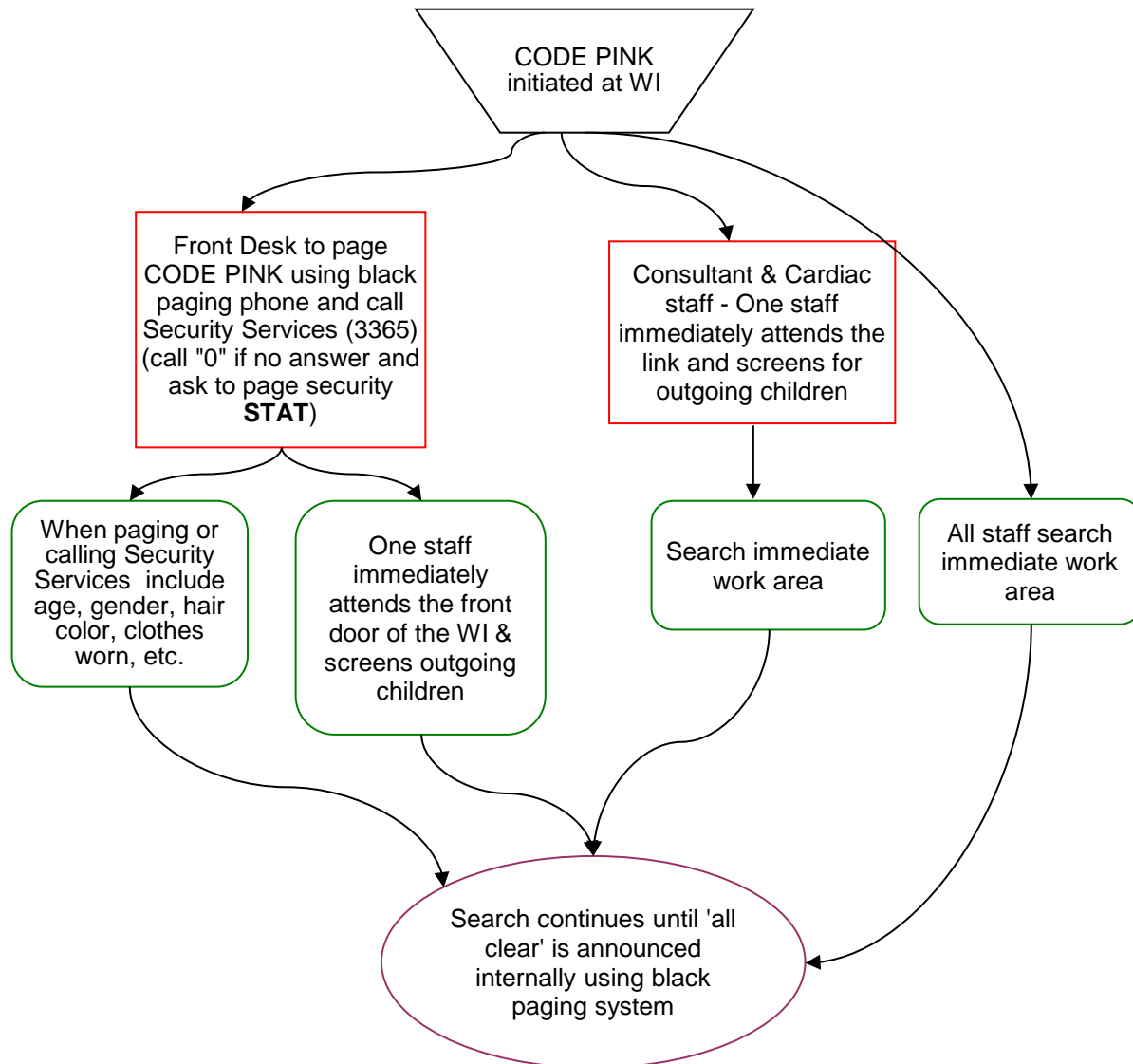
- 3.4 In the event the child is not found within 2 hours from initiating the Code Pink, the Administrator on Call will, after consulting with Protective Services, turn the search over to the Winnipeg Police Services. An “All Clear” will be announced after consultation with the Administrator on Call.
- 3.5 In the event the child is found, Protective Services will page “Code Pink, all clear”.

4. After Action Debriefing

- Response documentation
- Debriefing – evaluations, lessons learned (e.g. Occurrence Report)
- Plan revisions

CODE PINK (Missing Child - Abduction)

A "CODE PINK" is a report of a missing child within the Wellness Institute or SOGH.



CODE YELLOW

Missing Patient

PURPOSE

To provide common guidelines for the search and location of patients whose immediate whereabouts are unknown.

PROCEDURE

When a patient is determined to be missing the following procedures will apply:

1. Notifications

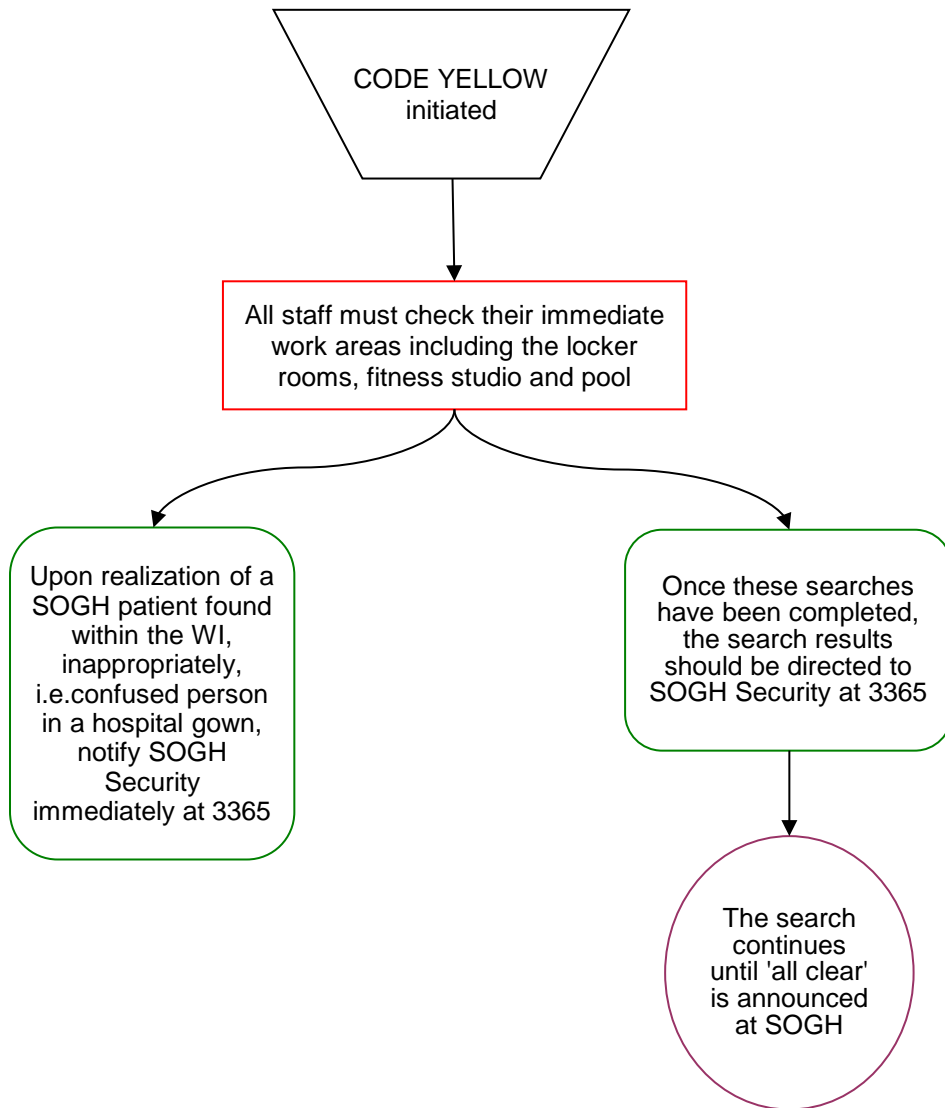
- 1.1 Telephone Operator will call the Wellness Institute and request that we page the patient to return to the unit.
- 1.2 If patient does not return, Security Services will page a "CODE YELLOW" (including the patient's first and last name, Level, and Unit) three times over the Public Address System.

2. Search Guidelines

- 2.1 Upon hearing a "CODE YELLOW" all staff will check their immediate work areas. Staff must ensure that the following areas are included in the search:
 - 2.1.1 Health Educations Rooms
 - 2.1.2 Washrooms on upper level
 - 2.1.3 Rehab department
 - 2.1.4 Kids Corner
 - 2.1.5 Assessment area including assessment rooms, carrel space and file room.
 - 2.1.6 All rooms and washrooms on lower level
- 2.2 If the missing/ wandering patient is found in your area call SOGH Security Services at **3365** immediately.
- 2.3 The search continues until the "All Clear" is announced at SOGH.

CODE YELLOW (Missing Patient)

A "CODE YELLOW" is a report for a missing patient



CODE BLUE

Cardiac and/or Respiratory Arrest

PURPOSE

To respond appropriately to individuals experiencing a medical crisis, by providing appropriate assessment and intervention, including adequate ventilation and circulation.

Definition

Code Blue is an emergency code that is initiated on all persons who have a sudden deterioration in condition and are experiencing or may imminently have a cardiac and/or respiratory arrest.

Performed By

Nurses, Respiratory Therapists, Physicians, Nursing Support Staff, Wellness Consultants and Allied Health Personnel

PROCEDURE (non V.A.D. members)

1. The first staff on the scene must give immediate C.P.R. (utilize A.E.D. immediately when on scene). He/she must call for help and ensure help is coming.
2. To request help for a major incident:
 - 2.1 Pick up Emergency phone/ or use Vocera
 - 2.2 Indicate to Front Desk staff that you have a "Code Blue" and state the location.
 - 2.3 Front Desk staff will page "Code Blue" and location 3 times using the black emergency paging system.
 - 2.4 Front Desk staff to call SOGH Operator by dialling "55" or "56" and request a "Code Blue" be called in the Wellness Institute and state the specific location.
3. An A.E.D. and blood pressure cuff/machine are to be brought to the scene by staff responding to the code.
4. Staff must bring crash cart, oxygen tank, stretcher and red toolbox to the scene. If necessary, bring spinal board.
5. The "lead person" or supervising staff will make decisions regarding treatment and management of individual situations. In the absence of allied health and/or nursing staff, trained to respond to critical emergencies, Wellness Consultants will assume the lead role until the SOGH Code Blue team arrives.

6. The member's file must also be brought to the scene and accompany member to Emergency.
7. Staff must direct SOGH Code Blue team to scene – hold doors and elevator, if available.
8. C.P.R. to be continued until code team assumes care. Staff to continue to provide assistance to the members of the code team as directed.

PROCEDURE (V.A.D. members)

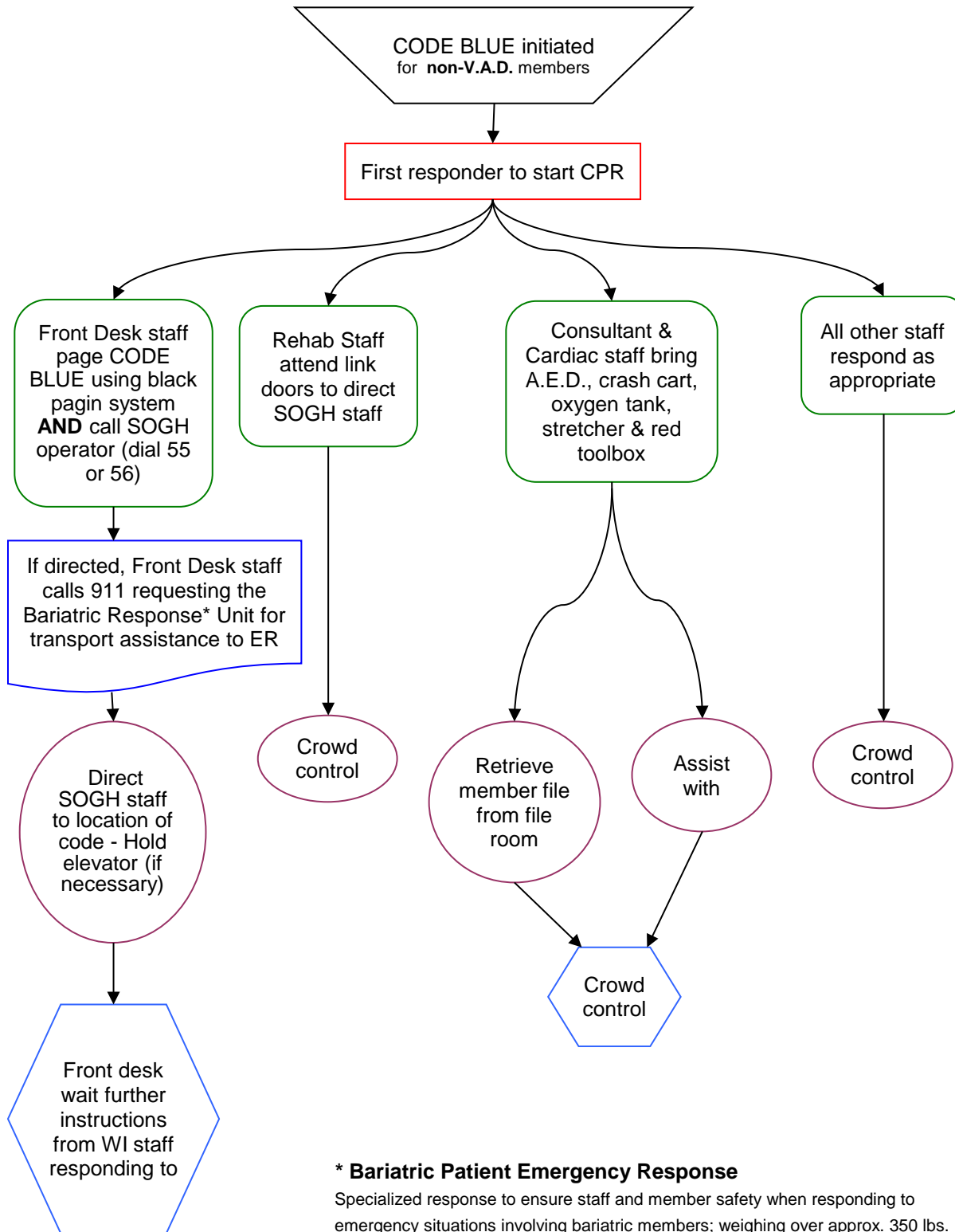
1. If the member is conscious and an alarm occurs:
 - 1.1 Family member has been trained to trouble shoot alarms - If alarm(s) not immediately resolved by family member:
 - 1.1.1 Call 911 immediately to transport member to St. Boniface General Hospital - family member must accompany the patient in the back of the ambulance
 - 1.1.2 Notify the VAD Coordinator on call at St. Boniface General Hospital 24/7 at 204-237-2053
2. If the member is unconscious and an alarm occurs:
 - 2.1 Allow the family member to replace the batteries and trouble shoot
 - 2.1.1 Assess patient condition
 - 2.1.2 Call 911 immediately to transport to St. Boniface General Hospital - family member must accompany the patient in the back of the ambulance
 - 2.1.3 Activate Code Blue (Wellness Institute)
 - 2.1.4 Case Manager / Code Blue Team to determine treatment
 - 2.1.5 Notify the VAD Coordinator on call at St. Boniface General Hospital 24/7 at 204-237-2053

ACTION AFTER DEBRIEFING

- Response documentation
- Debriefing – evaluations, lessons learned (e.g. Occurrence Report)
- Wellness Institute Emergency Committee will meet to review the actions taken and revise plan as necessary

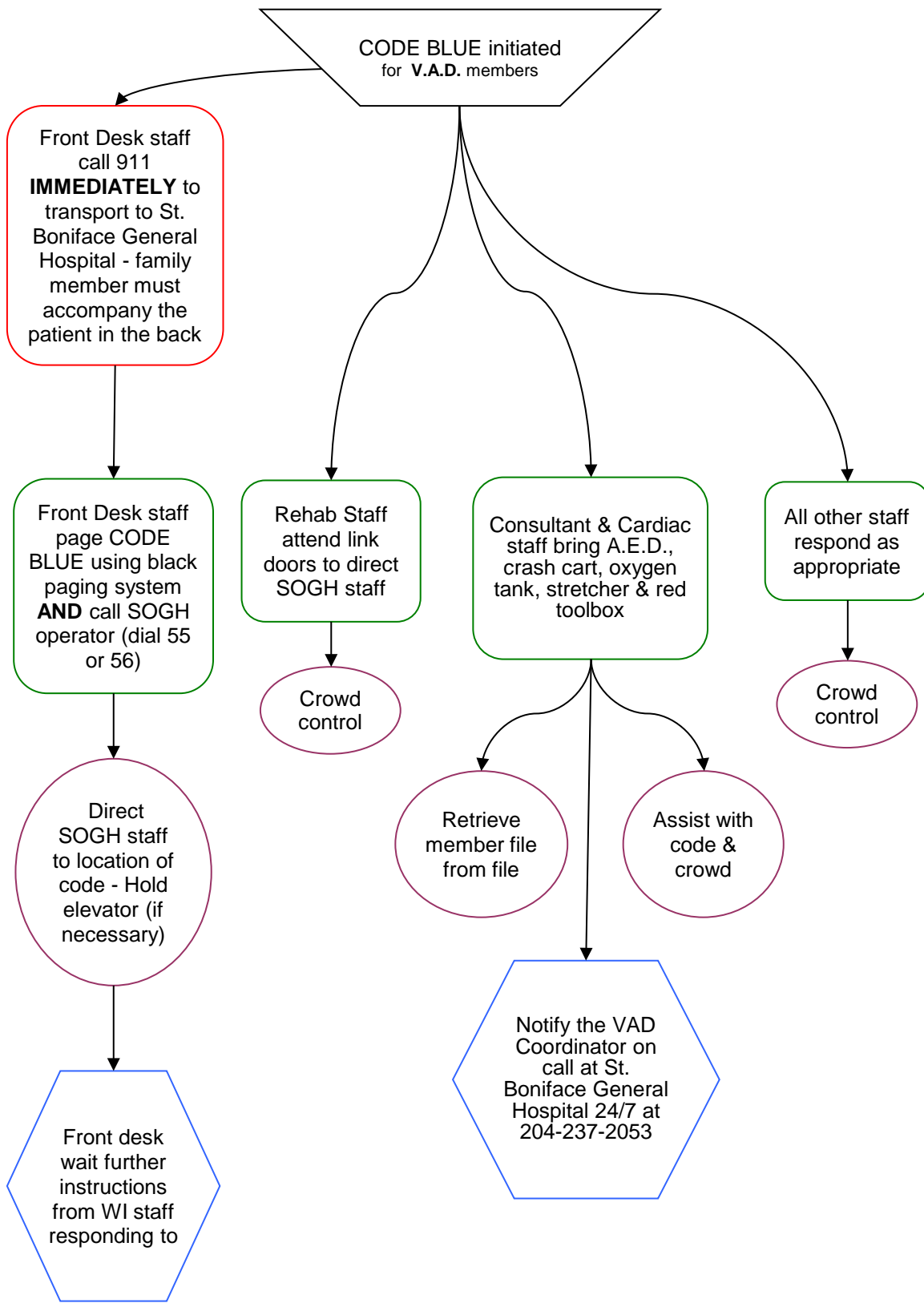
CODE BLUE

A "CODE BLUE" is a cardiac or respiratory arrest.



* Bariatric Patient Emergency Response

Specialized response to ensure staff and member safety when responding to emergency situations involving bariatric members; weighing over approx. 350 lbs.



CODE 25 / MAJOR INCIDENTS

PURPOSE

To respond appropriately to individuals experiencing a medical crisis by providing appropriate assessment and intervention.

Definition

Code 25 is an emergency code initiated if a physician is required urgently for a non-arrest medical emergency, i.e. life or limb threatening or may lead to disabilities.

Performed By

Nurses, Respiratory Therapists, Physicians, Nursing Support Staff, Wellness Consultants and Allied Health Personnel

PROCEDURE (non V.A.D. members)

1. A major incident (i.e. Life or limb threatening or may lead to disabilities) must be initially assessed by the “lead person” and a “Code 25” initiated.
2. The first staff on the scene must give immediate first aid care. He/she must call for help and ensure that it is coming.
3. To request help for a major incident:
 - 3.1 Pick up emergency phone/ or use Vocera
 - 3.2 Indicate to Front Desk staff that you have a “Code 25” and state the location.
 - 3.3 Front Desk staff will page “Code 25” and its location 3 times using the black emergency paging system.
 - 3.4 Front Desk staff will call SOGH Operator by dialling “55” or “56” and request a “Code 25” be called in the Wellness Institute and state the specific location.
4. An A.E.D. and blood pressure cuff/machine are to be brought to the scene by staff responding to the code.
5. Staff must bring crash cart, oxygen tank, stretcher and red toolbox, depending on incident, to the scene. If necessary, bring spinal board.
6. The “lead person” or supervising staff will make decisions regarding treatment and management of individual situations. In the absence of allied health and/or nursing staff, trained to respond to critical emergencies, Wellness Consultants will assume the lead role until the SOGH code team arrives.

7. The member's file must also be brought to the scene and accompany member to Emergency.

PROCEDURE (V.A.D. members)

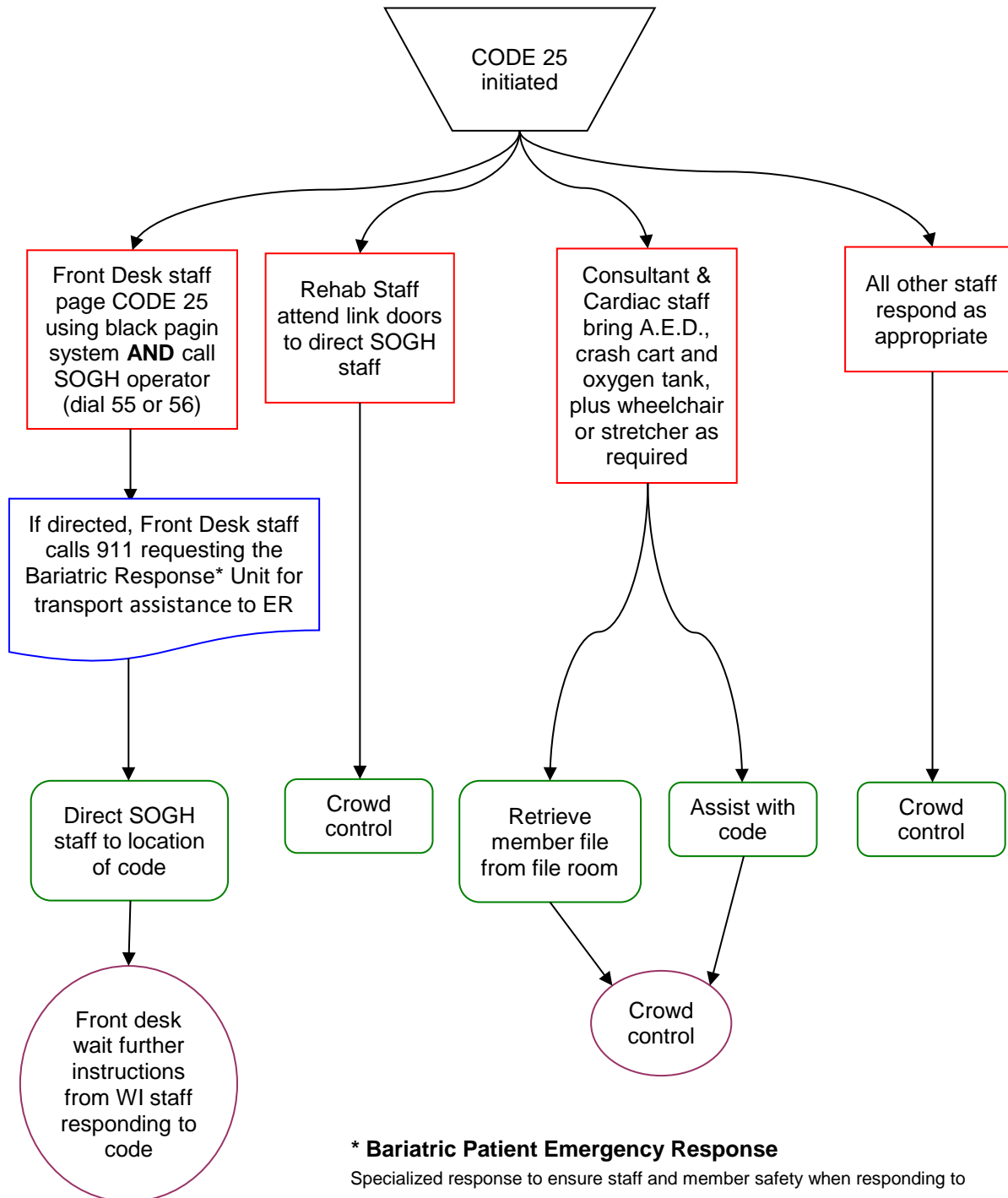
1. If the member is conscious and an alarm occurs:
 - 1.1 Family member has been trained to trouble shoot alarms - If alarm(s) not immediately resolved by family member:
 - 1.1.1 Call 911 immediately to transport member to St. Boniface General Hospital* - family member must accompany the patient in the back of the ambulance
 - 1.1.2 Notify the VAD Coordinator on call at St. Boniface General Hospital 24/7 at 204-237-2053
2. If the member is unconscious and an alarm occurs:
 - 2.1 Allow the family member to replace the batteries and trouble shoot
 - 2.1.1 Assess patient condition
 - 2.1.2 Call 911 immediately to transport to St. Boniface General Hospital* - family member must accompany the patient in the back of the ambulance
 - 2.1.3 Activate Code Blue (Wellness Institute)
 - 2.1.4 Case Manager / Code Blue Team to determine treatment
 - 2.1.5 Notify the VAD Coordinator on call at St. Boniface General Hospital 24/7 at 204-237-2053

ACTION AFTER DEBRIEFING

- Response documentation
- Debriefing – evaluations, lessons learned (e.g. Occurrence Report)
- Wellness Institute Emergency Committee will meet to review the actions taken and revise plan as necessary

CODE 25

A "CODE 25" (house medical officer) is a medical emergency (eg. life or limb threatening or may lead to disability) other than a Code Blue.



*** Bariatric Patient Emergency Response**

Specialized response to ensure staff and member safety when responding to emergency situations involving bariatric members; weighing over approx. 350 lbs.

STAFF ALERT

PURPOSE

A staff alert is initiated when immediate medical assistance is necessary and a Code 25 is not required (for example, a person looks unwell or someone has fallen to the floor).

OR

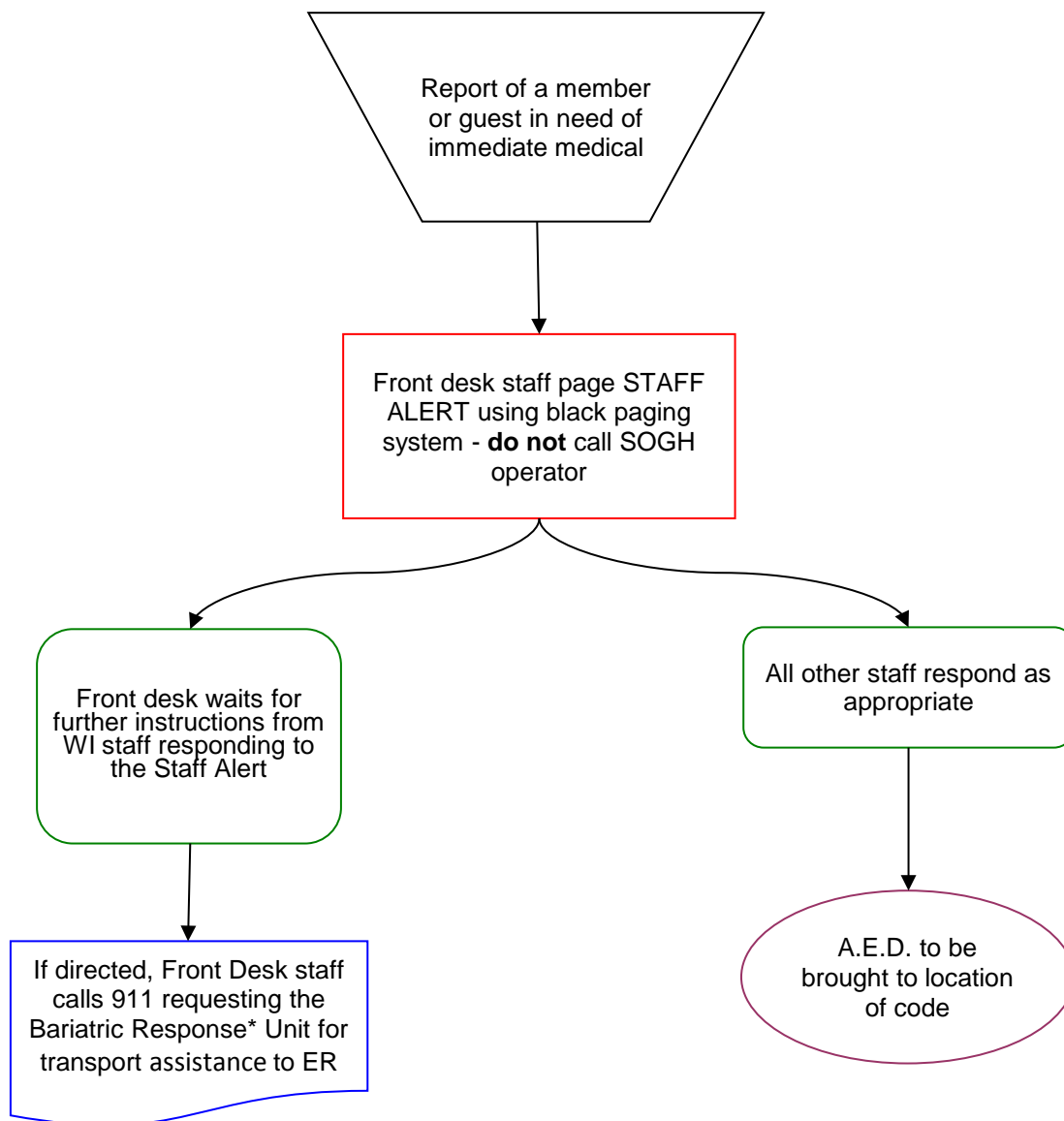
A staff alert is initiated when a situation develops that requires an immediate response by staff to determine further intervention (for example, a person is angry and yelling at another member).

PROCEDURE

1. Front desk staff will be notified to call a staff alert.
2. The front desk staff will page internally using the black paging system. Page "Staff Alert" and location 3x. The SOGH operator is **NOT** called.
3. All available staff responds as appropriate.
4. A.E.D. and blood pressure cuff to be brought to scene
5. The front desk staff waits for further instructions from WI staff who respond.

STAFF ALERT

A "STAFF ALERT" is when immediate medical assistance is necessary and a code 25 is not required.



*** Bariatric Patient Emergency Response**

Specialized response to ensure staff and member safety when responding to emergency situations involving bariatric members; weighing over approx. 350 lbs.

BLIZZARD PLAN / ADVERSE WEATHER

PURPOSE

In the event of a snow storm that may result in the inability for staff, members and guests to return home the following shall apply.

Definitions of Adverse Weather conditions:

A **Weather Warning** may be issued under any of the following circumstances:

- Snow and blowing snow (or near blizzard)
- First significant snowfall of the winter
- Freezing rain changing to snow and/or blizzard conditions in a short period of time

A **Blizzard Warning** may be issued under the following circumstances:

- Visibility less than 1 km in snow and/or blowing snow
- Wind greater than 40 km/h
- Wind chill minimum greater than -27° Celsius
- Conditions expected to last 4 hours or more

PROCEDURE

Staff who becomes aware of blizzard conditions shall notify their immediate Manager or Supervisor. The Supervisor should then notify the Executive Director. If he/she is not on-site, the supervisors should contact him/her at home. Should the Supervisor be unable to contact the Executive Director, he/she should proceed to contact the Director, Membership Services and Operations and the Director of Health & Fitness Programs.

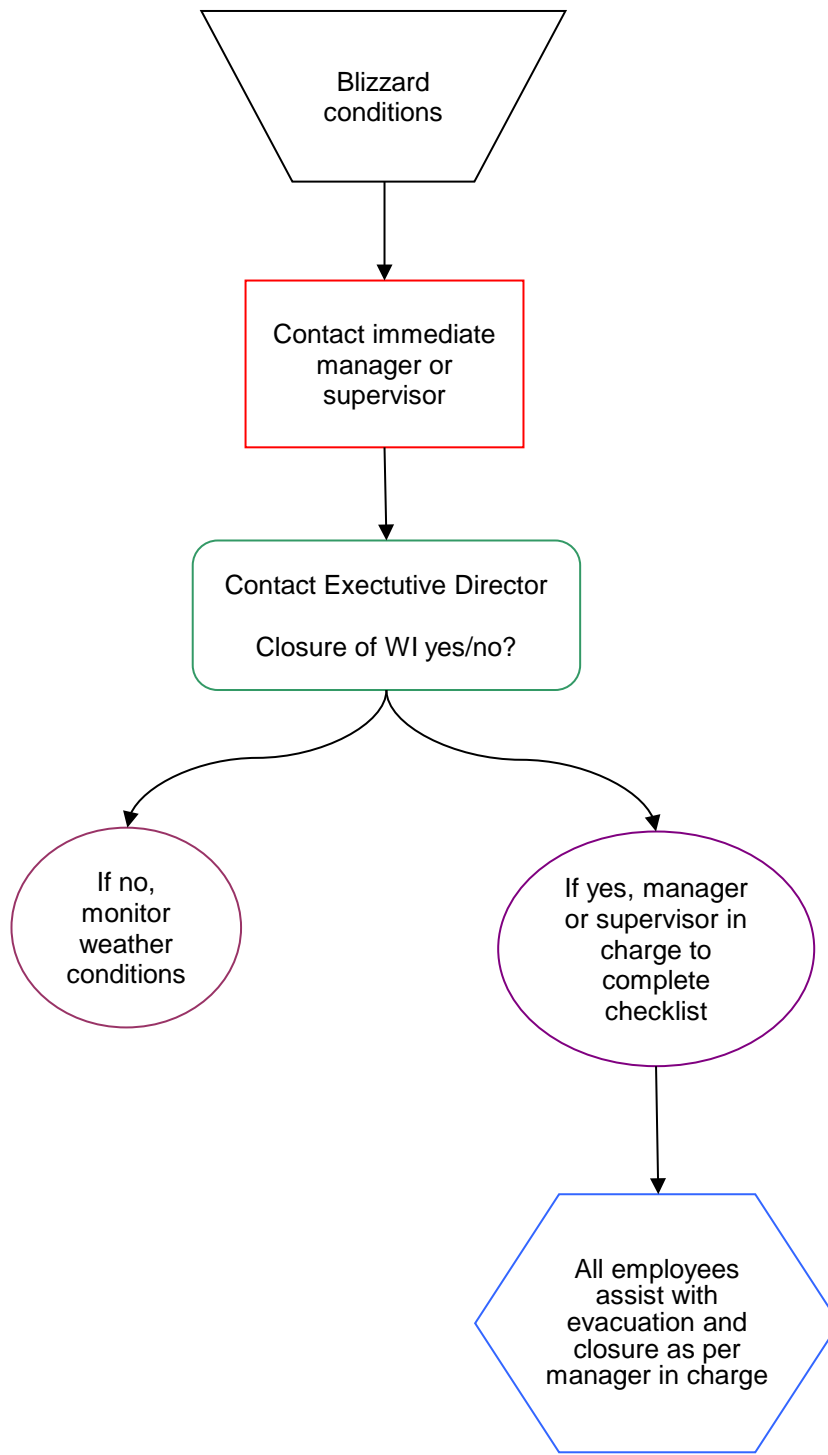
1. Actions

- 1.1 The Executive Director or designate Director will determine whether the Wellness Institute should close, allowing everyone to get home safely.
- 1.2 If the order to close the Wellness Institute is given, staff shall:
 - 1.1.1 Ensure orderly evacuation of all members and guests.
 - 1.1.2 Call CJOB to make a closure announcement.
 - 1.1.3 Notify Trackside Café staff – ask counter café staff to contact their supervisor/owner.
 - 1.1.4 Notify Security Services.

- 1.1.5 Call staff that is scheduled to work later in the day to notify them of the building closure – including Wellness Consultants, front and locker desk staff, massage therapists, kids corner staff, Rehab and Chronic Disease staff, finance, managers and any other staff working later in the day.
 - 1.1.6 Change the Wellness Institute telephone answering machine to notify callers of the closure – the front desk supervisor will know this procedure.
 - 1.1.7 Call the cleaning company to notify them of the building closure. (Phone number is listed in the Front Desk binder.)
 - 1.1.8 Call individuals with appointments later in the day to notify them of building closure – including Rehab department appointments, Chronic Disease Programs health education programs, massage, personal training, Dietitian, Stress Test (GXT), PWP, Physio, CMRA's.
 - 1.1.9 Post sign on the front and link doors to notify others of building closure.
 - 1.1.10 Before leaving and locking, ensure all building doors are locked and all staff are safely to their vehicles.
- 1.3 The Executive Director or designate Director shall decide if the Wellness Institute will open the following day. Shall it be determined that weather conditions make it unsafe to open, the Executive Director or designate Director shall take steps to notify staff scheduled to work, and to ensure that all necessary "ACTION" steps have been completed.

BLIZZARD PLAN

The event of a snow storm that may result in the inability for staff, members & guests to return home.



TORNADO RESPONSE PLAN - Wellness Institute

PURPOSE

To respond to Tornado Watches and Tornado Warnings and to minimize the impact of severe weather conditions on members, staff, clients and visitors.

Definitions

A **Tornado Watch** is issued when weather conditions are favorable for the development of tornados. (Environment Canada)

A **Tornado Warning** is issued when there is a confirmed sighting of a tornado on the ground, when weather spotters report funnel clouds with a rotating thunderstorm, or a tornado signature is detected on Doppler radar. (Environment Canada)

The Switchboard Operator will monitor the Environment Canada Weather network for severe weather warnings.

PROCEDURE

1. Tornado Watch

If a **Tornado Watch** is issued for the City of Winnipeg and surrounding areas, the SOGH Switchboard Operator will announce 'Tornado Watch' three times over the Public Address System.

Upon being notified of a 'Tornado Watch', Front Desk Staff to announce 'Tornado Watch' three times using black paging phone.

This will indicate to staff that they should review the Tornado Response Plan in the Wellness Institute Emergency Binder and be prepared to answer member questions regarding the Tornado Watch and potential Tornado Warning and its implications.

Manager in charge will notify staff of "Tornado Watch" by posting the information on the designated communication board.

2. Tornado Warning

If a **Tornado Warning** has been issued for the City of Winnipeg and surrounding areas, the SOGH Switchboard Operator will announce "Tornado Warning" three times over the Public Address System.

The Switchboard Operator will notify **Security Services** of the Tornado Warning who will then contact the Wellness Institute.

3. Actions

3.1 Front Desk Staff

- Announce three times using black paging phone, 'Tornado Warning issued by Environment Canada, Wellness Institute advises all members proceed immediately to the men's and ladies change rooms'
- Ensure elevator is not used
- Immediately cease activity and help with upper level evacuation
- Move members, clients, guests to lower level locker room and/or shower area
- Bring flashlight from work area to shower area

3.2 Administrative Staff

- Immediately cease activity and help with kid's corner evacuation
- Move members, clients, guests to lower level locker room and/or shower area
- Bring flashlight from work area to shower area

3.3 Rehab Staff

- Immediately cease activity and help with client evacuation
- Move members, clients, guests to lower level locker room and/or shower area
- Bring flashlight from work area to shower area

3.3 Consultant and Cardiac Staff

- Immediately cease activity and help with lower level evacuation
- Move members, clients, guests to lower level locker room and/or shower area
- Bring flashlight from work area to shower area

3.4 Kid's Corner Staff

- Immediately cease activity and help with kid's corner evacuation
- Move members, clients, guests to lower level locker room and/or shower area
- Bring flashlight from work area to shower area

4. All Clear Tornado Passes By

4.1 **SOGH Incident Commander** will determine the 'All Clear' status.

4.2 **Switchboard Operator**

Upon direction from the Incident Commander, the SOGH Switchboard Operator will announce 'All Clear Tornado Warning' three times over the Public Address System. The Switchboard Operator will contact 6321 and 6316 (shower area phones) and announce 'All Clear'.

- If a reasonable amount of time has passed and contact has not been made by the switchboard operator, WI staff can call the Information desk at 6116 or 6117 in order to update the status of the tornado warning.

4.3 All Staff/All Departments

Manager in charge to initiate 'All Clear'. Staff will resume normal duties but be on the alert for further pages (i.e.; Code Orange).

5. Tornado Strike

5.1 SOGH Incident Commander will:

- Activate HICS organizational chart
- Notify WRHA Administration On Call (926-7048) of direct strike to hospital
- Determine if Code Green, Red, or Orange is required to manage/continue site operations in as safe a manner as possible

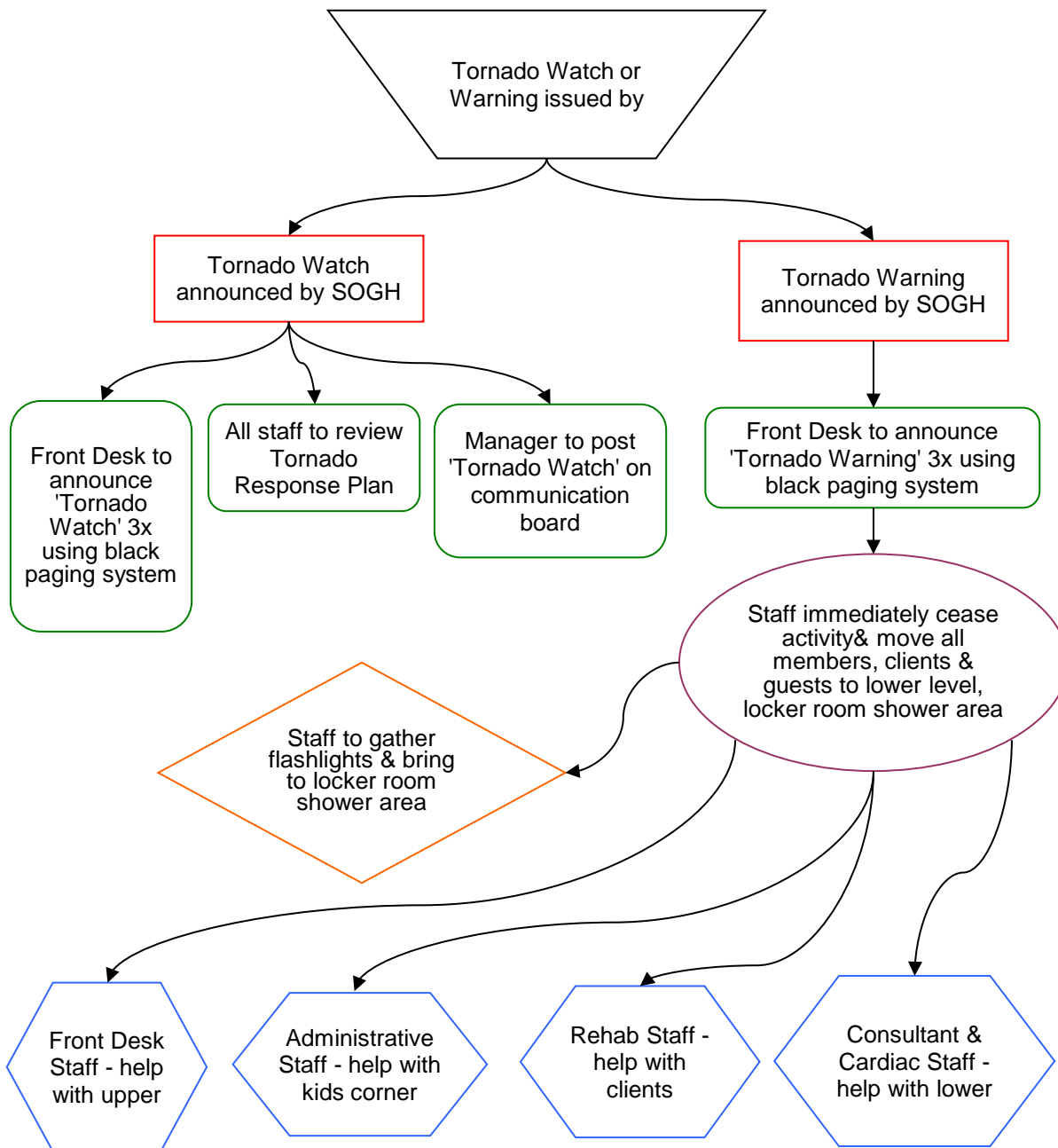
6. Action After Debriefing

- Response documentation
- Debriefing – evaluations, lessons learned (e.g. Occurrence Report)
- Wellness Institute Emergency Committee will meet to review the actions taken and revise plan as necessary

TORNADO RESPONSE PLAN

Tornado watch - issued when weather conditions are favourable for the development of tornados

Tornado warning - issued when: 1) there is a confirmed sighting of a tornado on the ground, 2) weather spotters report a funnel cloud with a rotating thunderstorm, or 3) a tornado signature is detected on Doplar radar (Environment Canada).



Once the tornado passes, the SOGH operator will phone 6321 & 6316 (red phones in shower area) and announce 'all clear'.